



Attention: All Providers

Keeping Address/Contact Information Current with DMA

If an address or phone number changes, providers are required to notify the Division of Medical Assistance (DMA) using the provider change form. This form is located on the DMA Website at: www.ncdhhs.gov/dma/formsprov.html.

Although this has always been a requirement, this information will become even more critical upon NPI implementation. Once NPI is implemented, address information will become a critical component of claims processing. Failure to update address information, including zip +4, may negatively impact the ability to map the NPI to the appropriate Medicaid provider number. Providers are now required to file claims using the zip+4 in the address fields. The zip+4 on the claim must match the zip+4 in DMA's provider file in order for the NPI to map properly to the Medicaid provider number.

NC Medicaid staff may need to contact providers using the phone number in the DMA's provider file. Providers are encouraged to verify that their address (physical and accounting, if applicable) and phone numbers (including area code) are up to date by contacting EDS Provider Services at 1-866-688-6696 or 919-851-8888.

NPI – Get it! Share It! Use It! Getting one is free – Not having one can be costly!

EDS, 1-800-688-6696 or 919-851-8888